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Extra
1/23/06
(5)

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January 23, 2006

Christine M. Joyce
Town Manager's Office
Town of Acton
472 Main Street
Acton, MA., 01720

Re: Jagdeep Corporation

Dear Ms. Joyce:

I am sending revised Liquor Policy for consideration. Kindly supplement Selectmen's file.

Inadvertently omitted to utilize sample in package.

Very truly yours,

William Goldberg

WG:my
Enclosure
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POLICIES AND PROCEDURES
CUSTOMER SERVICE/EMPLOYEE RESPONSIBILITIES
OF JAGDEEP CORPORATION
D/B/A MONSOON

All employees are required to adhere to the following policies. Failure to do so will result in immediate dismissal. Errors in following policy, which lead to accident, injury or material damage could result in loss of liquor license, and/or prosecution of the employee and management

1. Any party who appears to be under the age of 50 must present valid ID. A Massachusetts driver's license, liquor ID, passport, or active military ID are the ONLY acceptable forms of identification.

Ask customer to remove ID from wallet.

Determine validity by

- a. checking birth date
- b. Checking expiration date
- c. Compare photo with customer
- d. Examine lamination (torn, frayed, or damaged?)
- e. Look at composition of ID (does it conform with ID book?)
- f. Compare signature with ID signature
- g. Hold flashlight to back of ID to illuminate cuts or abrasions.

Communicate with customer by asking questions such as:

- a. Street address
- b. Year he/she graduated from high school
- c. Astrological sign
- d. Social Security Number

If you have any reservations, request second from of ID.

If you still have doubts, DON'T SERVE.

2. If an underage person accompanies the customer, other than a family member, assume The purchase is being made for a an underage party and decline the sale. Also , if you observe young people in the care, require them to enter the store and present proper ID. Do not allow any underage persons to handle alcohol while on store premises. This is tantamount to selling to a minor, and is an illegal activity.
3. Do not allow any customer to open containers of alcohol beverage on store premises. Should this happen, confiscate the beverage and dispose of in the sink. Explain to customer this violates the open bottle law, and the store could lose our license.
4. Do not sell alcohol to an intoxicated person. Behavior cues to identify intoxication are:

1. Loss of inhibitions, such as being overly talkative, overly relaxed or overly friendly, loud behavior, mood swings.
 2. Exhibiting poor judgment, behaving inappropriately, using foul language, and telling off-color jokes.
 3. Glassy, unfocused eyes, moving very slowly, forgetting things, losing train of thought, slurred speech.
 4. Stumbling, swaying, dropping belongings, or having trouble handling items.
5. Document any outstanding incidents immediately and thoroughly. Documentation should include date and time, how you handle the situation, and the actions of the customer

POLICIES AND PROCEDURES
CUSTOMER RELATIONS/EMPLOYEE RESPONSIBILITIES

Employee name Please print

Date

I have received instruction from store management and understand the policies and procedures of customer service/employee responsibilities. I have also received a copy of these policies and procedures for my own records.

Employee signature

Date

Manager signature

Date